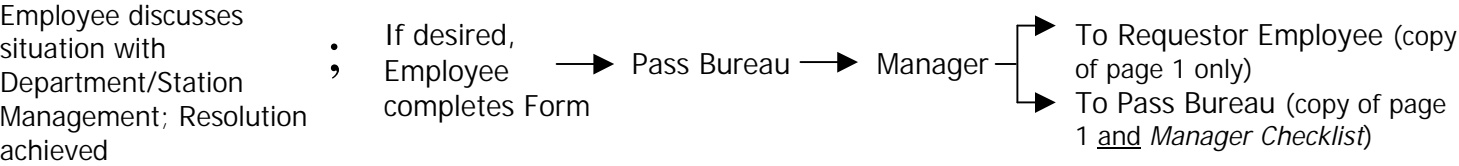


Manager Check List
Employee Feedback: Compliments and Incidents

Manager's Name: _____ Dept. & Location: _____
 Date Pass Bureau Sent You the Form: _____
 Date You Received the Form from Pass Bureau: _____

THE PROCESS:



Please complete the following process within **two weeks** from the date you received this form, then return the completed form to Pass Bureau. If the employee requests a response letter, please be sure to complete the bottom section of the reverse side of this form (page 1); then send: (1) a copy of page 1 only to the requestor passenger and (2) a copy of this page and page 1 to Pass Bureau.

Check Type of Compliment:

- Friendliness/courtesy
- Special assistance
- Responsiveness
- Safety
- Other (please explain)

Check Type of Incident:

- FTP
- Dress code
- Other airline
- Boarding discrepancy
- Other (please explain)

Actions Taken:

- Recognized/thanked employee
- Nominated employee for Ho`okoana
- Other (please explain)

Actions Taken:

- Discussed incident with employee and requested a write-up (attached to this form)
- Counseled employee
- Disciplined employee

Additional Comments: